

*The Louis Stokes  
Cleveland VA Medical Center*

# **SOCIAL WORK AND PATIENT RESOURCE GUIDE**



*Updated May 2017*

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## ENROLLMENT

**All programs and services within this resource guide are available to veterans enrolled in the VA system. Any veteran interested in accessing these resources must complete the enrollment process.**

Veterans of the United States armed forces may be eligible for a broad scope of programs and services provided by the Department of Veteran Affairs (VA). Eligibility for most VA benefits is based on an honorable discharge from active military service. Eligibility criteria varies between programs. Enrollment requires:

- A copy of veterans' service discharge form (DD-214, DD-215, or WD form for World War II veterans).
- Government picture ID.
- Current insurance card (if applicable).

Veterans can enroll in-person at Enrollment Services, located at the VA Medical Center in Wade Park. Enrollment Services are located on the first floor, in Room 1B-137.

To apply for VA Health Care, complete VA Form 10-10 EZ, Application for Health Benefits. This form can be obtained from any VA health care facility or regional benefits office, online at [www.1010ez.med.va.gov](http://www.1010ez.med.va.gov) or by calling 1-877-222-VETS (8387). For assistance completing the application, call the vets.gov Help Desk at 855-574-7286 (Monday - Friday, 8:00 a.m. to 8:00 p.m. ET).

## OTHER COVERAGE

### Medicare

Medicare is a health insurance program for people age 65 or older, under age 65 with certain disabilities, and any age with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant). Eligibility for community nursing home placement under Medicare requires that the veteran must be hospitalized on an acute care floor for at least 3 midnight overnight stays, has a need for skilled care and/or therapy. Contact the Ward or Outpatient Social Worker for further details.

### Medicaid

Medicaid is a jointly funded, federal-state health insurance program for those individuals least able to pay for care. Eligibility is based on income and assets.

### Private Pay

For those individuals who do not qualify for Medicaid and do not have other insurance, they may pay privately. The nursing home that the veteran is placed into usually would like payment for the first month stay prior to placement. Contact your Ward or Outpatient Social Worker for additional information.

## **SPECIALIZED MEDICAL SERVICES**

### **OVERVIEW**

The VA provides comprehensive medical care for veterans. Social workers are an integral part of the treatment teams that provide care. Departments include the Psychiatry Emergency Room, Firm A and B Clinics, Acute Rehabilitation (PM&RS), Medical Intensive Care Units, Spinal Cord Injury Unit, Geriatric Clinic, Mental Health Clinics, General Medicine, Cardiology and Pulmonary Clinics, Hematology, Oncology, Neurology, Renal, HIV Clinic, Traumatic Brain Injury, Amputee Clinic, and Stroke Clinic and General Surgery. Please contact the Social Work Office at (216) 791-3800, ext. 4230.

### **INPATIENT AND ASSISTED LIVING SERVICES**

#### **ASSISTED LIVING**

Assisted living provides a combination of residential housing, personalized supportive services and health care designed for the individual needs of those requiring help with activities of daily living (dressing, bathing, grooming) and who do not require skilled medical care that would be provided in a nursing home. If the health of a veteran has deteriorated, and there is health and safety risks by living alone or the significant other can no longer provide the needed care in the home, the veteran can apply for an Assisted Living placement. The VA **does not pay** for Assisted Living placement, individuals pay privately. However, if the veteran served during a war time condition, financial assistance may be eligible through the VA Aid and Attendance benefit if the veteran is home bound. For additional information, please talk with a Medical Ward Social Worker or contact the Social Work Service office at (216) 791-3800 ext.4230.

#### **BLIND REHABILITATION**

The Cleveland VAMC Blind Rehabilitation Center is a 15-bed inpatient rehabilitation program helping veterans adjust to sight loss. Veterans are provided training in orientation and mobility, living skills, computer access and manual skills to enable them to live as independently as possible. Please contact the unit at 216-791-3800 x2100 for further information.

#### **COMMUNITY LIVING CENTER**

The Community Living Center (CLC) is located at Wade Park. The Wade Park VA Medical Center provides short term care to veterans that require skilled care and meet certain

requirements. Stays are typically less than 90 days. Contact: Mary Ellen Lanning, 216-791-3800, ext. 2124.

## **COMMUNITY NURSING HOME PLACEMENT**

A veteran can be placed in a community nursing home under Medicare, Medicaid, Long-term Care insurance, or private pay. To meet the requirements a person must need hands on assistance with at least 2 activities of daily living (ADL) which can include bathing, grooming or dressing, and cueing in the case of dementia.

The veteran, family members or next of kin are responsible for selecting the nursing home for short term or long-term placement. It is recommended to select three nursing homes, in order of preference, and provided these to the Ward Social Worker on the floor. Contact your Ward or Outpatient Social Worker for further assistance.

## **HOSPICE AND PALLIATIVE CARE**

Hospice and Palliative Care Services are available to Veterans who can no longer benefit from curative treatment or those who have chosen to decline offered treatments to focus on their comfort. Services are provided by Hospice and Palliative Care's Interdisciplinary Team of trained professionals: physicians, nurses, counselors, therapists, aides, chaplains and volunteers who provide medical care and support services not only to the Veteran but to the entire family.

Hospice is a philosophy of care designed to provide compassion and support for individuals in the final phase of a terminal illness. Hospice care seeks to enable patients to spend their last days with dignity and comfort. Hospice care can be in a number of settings: in the privacy of a veteran's home, in a hospice facility for short term symptom management, or in a nursing home. A veteran with a terminal diagnosis or an advanced, *incurable* illness with a prognosis of 6 months or less can be referred to Hospice by their VA primary or specialist physician.

Palliative Care is an added layer of support for patients with a chronic, life-limiting diseases or illnesses. Its focus is on good symptom management to promote quality of life, and can be provided while a veteran is receiving curative or palliative treatments such as chemotherapy or radiation, blood transfusions, etc. The primary physician or specialist can refer the patient to Palliative Care for assistance with symptom management or even for help with discussing a patient's goals for their care. Palliative care teams often work alongside other specialists in a consultative manner and follow patients over a longer period of time throughout their illness trajectory. Please contact your primary or specialty care physician for more information.

## **OHIO VETERANS HOME (OVH)**

The Ohio Veterans Homes are a State of Ohio establishment comprised of three facilities—a nursing home located in Georgetown, and a nursing home and a domiciliary located in Sandusky. Each one offers a quality of life which emphasizes privacy, encourages independence, provides comfort and security, and meets social needs. State Veterans Homes

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accept wartime veterans in need of long-term or short-term nursing home care. The cost to the resident for care depends on the level of care required as well as the ability to pay. Website: <http://dvs.ohio.gov/main/veterans-homes.html>

### **Georgetown Location:**

2003 Veterans Blvd.  
Georgetown, OH 45121  
P: 937-378-2900

### **Sandusky Location:**

3416 Columbus Ave.  
Sandusky, OH 44870  
P: 419-625-2454

## **VA COMMUNITY CONTRACT NURSING HOMES**

The VA maintains contracts with community nursing homes through every VA Medical Center. The purpose of this program is to meet the nursing home needs of veterans who require long-term nursing home care in their own community, close to their families. The VA will pay for nursing home placement in the community if the veteran meets the state nursing home requirements and meets these requirements:

1. The Veteran is seeking placement for a Service Connected (SC) disability.
2. The Veteran is being cared for by the VA and is recommended by a doctor for nursing home placement because of a terminal illness.
3. The Veteran is rated at a Service Connected Disability of 70% or higher.

For more information contact a Ward Social Worker or contact Debra King at 216-791-3800, ext. 2981.

## **OUTPATIENT SERVICES**

### **CARE COORDINATION/HOME HEALTH TELE-HEALTH (CCHT)**

The Care Coordination/Home Health Tele-Health (CCHT) program is the ongoing monitoring and assessment by VA staff to selected patients using Tele-Health technologies proactively to enable prevention, investigation, and treatment. This provides continuous connection with the patient to clinical services from the convenience of home. Contact the Ward or Outpatient Social Worker to further discuss this home health care program.

### **COMMUNITY-BASED OUTPATIENT CLINICS (CBOCS)**

#### **Akron**

55 West Waterloo Road  
Akron, OH 44319  
Phone: 330-724-7715

#### **Cleveland**

##### **(VAMC - Wade Park)**

10701 East Boulevard  
Cleveland, OH 44106  
Phone: 216-791-3800

#### **Cleveland**

##### **(McCafferty)**

4242 Lorain Avenue  
Cleveland, OH 44113  
Phone: 216-939-0699  
Fax: 216-939-0276

#### **Canton**

733 Market Avenue South  
Canton, OH 44702  
Phone: 330-489-4600  
Fax: 330-489-4684

#### **East Liverpool/ Calcutta**

15655 State Route 170, Suite A  
Calcutta, OH 43920  
Phone: 330-386-4303  
Fax: 330-386-4485



## VA Specialized Programs and Community Resources

### **Lorain**

5255 N. Abbe Rd.  
Sheffield Village, OH 44035  
Phone: 440-934-9158  
Fax: 440-934-9163

### **Mansfield**

1025 South Trimble Road  
Mansfield, OH 44906  
Phone: 419-529-4602  
Fax: 419-529-4664

### **New Philadelphia**

1260 Monroe Avenue, Suite 1A  
New Philadelphia, OH 44663  
Phone: 330-602-5339  
Fax: 330-602-4388

### **Painesville**

7 West Jackson Street  
Painesville, OH 44077  
Phone: 440-357-6740  
Fax: 440-357-7906

### **Parma**

8787 Brookpark Road  
Parma, OH 44129  
Phone: 216-739-7000

### **Ravenna**

6751 North Chestnut Street  
Ravenna, OH 44266  
Phone: 330-296-3641

### **Sandusky**

3416 Columbus Avenue  
Sandusky, OH 44870  
Phone: 419-625-7350  
Fax: 419-625-6660

### **Warren**

1460 Todd Ave NW  
Warren, OH 44485  
Phone: 330-392-0311  
Fax: 330-392-0323

**Youngstown**

2031 Belmont Avenue  
Youngstown, OH 44505  
Phone: 330-740-9200  
Fax: 330-740-9249

**DENTAL SERVICES**

VA dental care eligibility and Veteran dental care benefits are based on a number of factors. All Veterans are encouraged to contact their nearest VA to find out if they qualify for dental care benefits. For further information, please contact Louis Stokes Cleveland VA Dental Services at 216-791-3800, ext. 1034 or online at: [www.cleveland.va.gov/services/Dental.asp](http://www.cleveland.va.gov/services/Dental.asp)

VA's **Homeless Veterans Dental Program** provides dental treatment for eligible Veterans in a number of programs: Domiciliary Residential Rehabilitation Treatment, VA Grant and Per Diem, Compensated Work Therapy/Transitional Residence, Health care for Homeless Veterans (contract bed), and Community Residential Care.

**DIABETIC SELF-MANAGEMENT EDUCATION**

Classes available in multiple locations to help prevent, manage, and monitor diabetes.  
**Wade Park: 216-791-3800**

- Classes on Tuesday 8:30-10:30, Wednesday 1:00-3:00pm or Thursday 10:00-12:00pm
- Diabetes prevention classes on the first Wednesday 10:00am, 2nd Tuesday 2:30pm or 3rd Thursday at 1:00pm.
- Scheduling for classes: ext. 6634
- Speak with a diabetes nurse: ext. 4597 or ext. 6084

**Parma: 216-739-7000**

- Diabetes classes held on Tuesday 1:00-3:00pm or Friday 9:30-11:30am
- Scheduling for classes: ext. 2961
- Speak with a diabetes nurse: ext. 1224

**Canton: 330-489-4600**

- Diabetes classes held on Tuesday 9:00-12:00pm
- Scheduling for classes: ext. 2961
- To talk to the Diabetes nurse: ext. 1663

**Akron: 330-724-7715**

- Diabetes classes held 1st & 2nd Thursday of every month 9:00-11:00am
- Scheduling for classes: ext. 1247
- Speak with a diabetes nurse: ext. 1230

**Youngstown: 330-740-9200**

- Diabetes classes held on Thursday or Friday, alternating times
- Scheduling for classes: ext. 2

## **OUTPATIENT PHARMACY SERVICES**

The Department of Veterans Affairs provides free outpatient pharmacy services to:

- Veterans with a service-connected disability of 50 percent or more.
- Veterans receiving medication for service-connected conditions.
- Veterans whose annual income does not exceed the maximum annual rate of the VA pension.
- Veterans enrolled in Priority Group 6 who receives medication for service-connected conditions.
- Veterans receiving medication for conditions related to sexual trauma while serving on active duty.
- Certain veteran receiving medication for treatment of cancer of the head or neck.
- Veterans receiving medication for a VA-approved research.

### **Medication Copayments (2017)**

<b>Priority Group</b>	<b>Outpatient Medication Tier</b>	<b>Copayment amount</b>		
		<b>Supply: 1-30 days</b>	<b>Supply: 31-60 days</b>	<b>Supply: 61-90 days</b>
<b>2-8</b>	<b>Tier 1</b> (preferred Generics)	\$5	\$10	\$15
	<b>Tier 2</b> (Non-Preferred Generics and some OTCs)	\$8	\$16	\$24
	<b>Tier 3</b> (Brand Name)	\$11	\$22	\$33
	<b>\$700 Medication Copayment Cap</b>			

### **Annual Changes to Copay Rates**

Copay rates may change annually, including the annual cap on medication copayments. Current-year rates can be found at any VA health care facility or on VA's web site at [www.va.gov/healthbenefits/cost/copay\\_rates.asp](http://www.va.gov/healthbenefits/cost/copay_rates.asp).

## **HOME-BASED SERVICES**

### **CONTRACT ADULT DAY HEALTH CARE**

The Contract Adult Day Health Care program is designed to address the needs of functionally and/or cognitively impaired adults and to provide much needed assistance to caregivers. Any individual who may require supervision, increased social opportunities with peers, or assistance with personal care and daily living activities may benefit from Adult Day Health Care. Contact Nancy Conroy for additional requirements at 216-791-3800, ext. 2981.

### **COMMUNITY SKILLED HOME HEALTH CARE**

The Community Skilled Home Health Care is a service that can be paid for on a **fee basis or by private insurance**. The veteran who qualifies for this care is basically homebound and requires services on an intermittent basis. Services are contracted out to community agencies to provide Nursing, Physical Therapy, Occupational Therapy, Social Work or Speech Therapy. For more information, contact the Ward or Outpatient Social Worker.

### **HOME BASED PRIMARY CARE (HBPC)**

The Home Based Primary Care (HBPC) program provides primary health care to eligible veterans in their homes. This is a mobile service that meets medical, nursing, social and rehabilitative needs. Home Based Primary Care is for the chronically ill and the primarily homebound individual. Contact the Ward or Outpatient Social Worker for additional information or if a referral is needed.

### **HOMEMAKER/ HOME HEALTH AIDE PROGRAM**

This program allows veterans to receive personal care and home maker services in their home. Veterans must meet criteria concerning their ability or their caregiver's ability to care for the veteran. The homemaker/ home health aide services are paid for by the VA to agencies that have a contract with the VA. For more information please contact Carl Lake at 216-791-3800, ext. 4530.

### **PERSONAL RESPONSE SYSTEMS**

Medical alarms or Personal Response Systems provide a link to assistance in case of an emergency, 24 hours a day. Contact your social worker for more information.

## **RESPITE CARE**

The Respite Care Program provides the time for caregivers to have a rest, take a vacation, or receive medical attention. The veteran needing care can enjoy a change of scenery, a change of routine, and an opportunity to socialize with staff and other veterans. The Respite Care Program is provided on an inpatient basis at the VA center or at a community nursing home through a VA contract. Respite care can be provided within the veteran's home. For veterans with a Home Health Aide, up to an additional 6 hours can be added to days when the caregiver would like to implement respite services. This program will provide temporary care to veterans who are in need of hands on assistance with activities of daily living. It is provided on a short-term basis, not to exceed 30 days in a calendar year. Veterans must meet eligibility criteria and be enrolled within the VA system to qualify for respite care. Please contact the social work office for additional information at (216) 791-3800 X 4230.

## **SERVICES FOR WOMEN VETERANS**

### **WOMEN VETERANS HEALTH SERVICES**

The Women Veterans Health Services address the special needs of women throughout each stage of life. Services include comprehensive primary health care, wellness and preventative care, gynecological services, breast care clinic, addiction recovery services, trauma treatment, and mental health services. Female veterans who have been honorably discharged may apply for services, as well as wives of veterans covered by CHAMPVA. For more information please call (216) 791-3800, ext. 1055.

### **HOMELESS WOMEN'S VETERAN OUTREACH**

Helps women find a safe haven in which they can recover and gain re-entry into the community: outreach, case management, housing services. VAMC partners with agencies in the community who have established Grant and Per Diem beds for female Veterans and children. VAMC offers multiple specialized programs for female veterans including, addiction treatment, primary care, PTSD, homeless services. Outreach staff acts as an advocate for the Veteran to facilitate access with the VA Medical Center for the purpose of providing a continuum of care to enhance quality of life. For further information, contact Toni Johnson at 216-701-1805.

## **BEHAVIORAL HEALTH SERVICES**

### **COMMUNITY ASSISTANCE PROGRAM (CAP)**

Community Assistance Program is a voluntary outpatient program which provides community based treatment for veterans who have mental illness. For further information, please contact 330-761-7054, ext. 2028.

### **GIVE**

The G.I.V.E. Clinic located at the Cleveland VAMC provides a medical “home” for veterans who are exploring any aspect of their gender identity. Veterans who attend the G.I.V.E. clinic can receive comprehensive primary care, hormonal therapy, mental health care, and social work services from a dedicated team of interprofessional providers. Patients may also participate in a G.I.V.E. support group, which provides education and peer mentoring. The G.I.V.E. clinic strives to deliver the best possible care to patients at any stage in their gender exploration in a safe, comfortable and welcoming environment.

### **INTIMATE PARTNER VIOLENCE (IPV) ASSISTANCE PROGRAM**

Provides a number of resources for veterans using and/or experiencing violence, including safety planning, case management and psychotherapy in individual and group settings. Please contact Christina Barnes, IPV Coordinator, at 216-791-3800, ext. 6868 for more information.

### **MENTAL HEALTH INTENSIVE CASE MANAGEMENT (MHICM)**

Utilizing a client-centered and community-based approach, MHICM helps veterans with mental illness improve and maintain their independence through intensive case management services. MHICM’s inter-professional teams seek to deliver high quality services that provide intensive, flexible community support, reduced dependency on psychiatric inpatient care, and an improved quality of life. Community case managers ensure continuity of care, accompany veterans to appointments, assist in medication and money management, provide support, education, group and individual therapy, and provide crisis response services and ongoing monitoring of client safety issues. Contact Alisa Sprague, MHICM Program Coordinator, at 330-761-7054, ext. 2028.

### **MILITARY SEXUAL TRAUMA CARE**

Provides assistance to veterans who experienced sexual assault or sexual harassment while in the military. Veterans may be able to receive this care even if they are not eligible for other VA care. For more information, please call 216- 791-3800, ext. 6849.

### **RECOVERY RESOURCE CENTER**

The Recovery Resource Center is a Psychosocial Rehabilitation and Recovery Center (PRRC) whose aim is to promote recovery, education, and adjustment into communities for those

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veterans who have a primary diagnosis of Serious Mental Illness (SMI). The PRRC is an outpatient, transitional, learning environment that is specifically designed to teach skills that are needed for defining and achieving self-chosen mental health recovery and community integration goals.

The Cleveland VAMC Recovery Resource Center (PRRC) is proud to offer services in the Akron/Canton area by using Telehealth technology.

Veteran patients can receive:

- In person meetings with peer support staff to develop a plan based on personal goals and receive local community resource information.
- Meetings with licensed clinicians, either in person or by video, to make sure all needs are being addressed.

### **For more information on the PRRC, contact:**

VA Community Resource and Outreach Services  
Recovery Resource Center (PRRC)  
7000 Euclid Avenue, Suite 202  
Cleveland, Ohio 44103  
216- 391-0264 ext. 7772 (PRRC)

## **SUICIDE PREVENTION**

The National Suicide Prevention toll-free number is 1-800-273-TALK (8255). Press 1 for veterans. Qualified and caring providers are available to help. Contact Katie Rotolo for additional information: 216-791-3800 ext. 6996.

## **SUBSTANCE ABUSE TREATMENT**

Offers a wide-range of services to assist veterans experiencing problems with substance abuse. Programs include:

- **SUBSTANCE ABUSE TREATMENT PROGRAM (SATP)**  
A 28-day residential treatment program.
- **DUAL DIAGNOSIS PROGRAM (DDP)**  
A residential for veterans who are experiencing substance abuse and other diagnosed mental health problems.
- **MEDICATION-ASSISTED TREATMENT FOR OPIOID DEPENDENCE**  
Methadone, Buprenorphine/naloxone, and naltrexone.
- **OUTPATIENT CARE**  
Provided primarily through individual/group counseling and educational sessions.
- **AFTERCARE**  
Follow-up services delivered after the completion of residential or outpatient care. Offers continued support for individuals pursuing a sober lifestyle.

For more information, contact 216-791-3800, ext. 4725.



## **VA GRIEF SUPPORT**

VA Grief Support services are available to those who are navigating through the bereavement journey. Individual counseling and support is offered to grieving veterans and family members at no cost. The locations of where these services can be received are often tailored to the convenience of the individual.

For more information on VA Grief Support services please contact:

**Kayla Paul, MSSA, LSW**  
**Grief Support Social Worker**  
**216-791-3800 Ext. 2175**

## **VA VET CENTERS**

VA Vet Centers provide one-on-one counseling for readjustment to civilian life, as well as information about benefits, housing, food, clothing, employment and vocational guidance and other services available from the community. To find out more information on vet centers, including services and eligibility within the area please contact the social work office at (216)791-3800, ext. 4230 or go online to [www.vetcenter.va.gov/](http://www.vetcenter.va.gov/).

## **OTHER VA PROGRAMS AND SERVICES**

### **COMMUNITY RESIDENTIAL CARE (CRC)**

The purpose of this program is to provide veterans with medical/mental health issues, community living opportunities in area group homes. The Community Residential Care program (group homes) offers community living opportunities in area group homes for veterans with medical or mental health conditions who do not require hospitalization or nursing home care, but are not able to live independently, or are without family support or a significant other. For more information, contact the Parma Psychiatry Service CRC Program: 216-739-7000 x 2329.

### **COMMUNITY RESOURCE AND REFERRAL CENTER**

The CRRC provides veterans, who are homeless or at risk of homelessness, with a centralized, easily accessible site, for the purpose of accessing services to provide optimal care in an integrated service model.

#### **Cleveland CRRC:**

7000 Euclid Avenue, Suite 202  
Cleveland, OH 44103  
Phone: (216)391-0264

#### **Akron CRRC:**

111 East Voris Street  
Akron, OH 44311  
Phone: (330)761-7054

### **MEDICAL FOSTER HOME (MFH)**

The Medical Foster Home Program is an alternative to nursing home placement for certain Veterans who meet a nursing home level of care and prefer a non-institutional setting for their long-term care. This program combines adult foster care in a privately owned residence located in the community. The MFH is a type of Community Residential Care (CRC) home chosen by the Veteran who is unable to live independently, as a preferred means to receive family-style living with room, board, and personal care. MFH's are generally distinguished from other CRC homes in that, 1) the home is owned or rented by the caregiver; 2) the MFH caregiver lives in the MFH and provides personal care and supervision; 3) there are no more than three residents receiving care in the MFH, including both Veterans and non-Veterans; and 4) MFH residents are enrolled in a VA interdisciplinary home care program, either Home Based Primary Care (HBPC) or Spinal Cord Injury (SCI). The homes are inspected by a VAMC multidisciplinary team. Veterans who participate are responsible for their own cost of

care. For more information, contact Medical Foster Home Program Coordinator, Stefanie Redmon 216.791.2300, ext. 6122.

## **RESOURCES FOR HOMELESS VETERANS**

- **NATIONAL CALL CENTER FOR HOMELESS VETERANS**

Free, 24/7 access to trained counselors. Call 1-877-4AID-VET (877-424-3838)

- **DOMICILIARY CARE FOR THE HOMELESS VETERAN PROGRAM (DCHV)**

A four-month residential rehabilitation & treatment program located in a state of the art building. DCHV offers clinical case management, skill development, psycho-educational classes to address housing, employment, vocational, addiction, legal issues, mental health and medical issues of the homeless veteran. Additionally, DCHV offers Triage and Primary nursing care, Safe Medication Management & Relapse Prevention support. DCHV prepares eligible veterans for employment or securing steady income, affordable housing and maintaining a sober and productive lifestyle. For more information on Domiciliary Care, please contact 216-391-0264 or 330-761-7054.

- **HEALTH CARE FOR HOMELESS VETERANS (HCHV)**

Provides veterans with assistance in accessing VA medical services, financial benefits and discharge documents. Services include referrals for medical and psychiatric assessments, alcohol and drug treatment, case management, and assistance with basic needs such as food, clothing, and temporary shelter. HCHV staff also provides linkage to transitional housing through VA and Community Providers, assists with finding affordable housing, and assists with finding employment. Any veterans who have been honorably discharged and meets all other criteria for VA treatment or hospitalization are eligible for the HCHV program. For further information, contact the CRRC: 216-391-0264, ext. 2001.

- **GRANT AND PER DIEM PROGRAM**

Transitional housing at multiple sites with the following treatment models: sites that focus on treatment for substance use disorders and dual diagnosis cases, low demand, bridge housing, service intensive and hospital to housed. Provides case management, substance abuse/mental health assistance, health care and referrals, food and nutritional advice, job readiness/employment, educational program referrals, benefits eligibility, and referrals to outside collaborating agencies. For additional information, contact Cynthia Moore at 216-791-3800, ext. 4162

- **EMERGENCY TRANSITIONAL CONTRACT HOUSING**

Provides housing on a short-term basis (60 to 90 days). Following a stay in Emergency Housing, veterans are referred to other housing programs: Grant & Per Diem, HUD-VASH or other permanent housing options. Currently, there are four beds

## VA Specialized Programs and Community Resources

for single male Veterans in Cuyahoga County. The program provides structured group activities, collaboration with VA program staff, and providing supportive psychosocial services. For additional information, contact Cynthia Moore at 216-791-3800, ext. 4162

- **HOUSING FIRST MODEL/ PERMANENT SUPPORTIVE HOUSING**

Permanent Supportive Housing is for the chronically homeless with serious mental illness and/or co-occurring disorder. Onsite case management services are provided for all tenants, generating stability for homeless individuals, increasing success, allowing for accountability and promoting self-sufficiency. Currently there are Five (9) Housing First projects in Cleveland with which the VA Medical Center is directly involved and two additional Housing First sites are scheduled to open in Cuyahoga County in 2017 and 2018. Contact: Caroline Szweda, 216-791-3800, ext. 6161.

- **HUD-VASH**

Provides ongoing case management services with a subsidized housing voucher. Services are available in Cuyahoga, Summit, Lorain, Portage, Mahoning, Stark and Richland Counties. Contact Barbara Karam: 216-391-0264, ext. 2025.

- **SUPPORTIVE SERVICES FOR VETERANS FAMILIES (SSVF)**

Provides grants and technical assistance to community-based, nonprofit organizations to help Veterans and their families stay in their homes. Grants have been provided to Frontline Services and the VOA. SSVF assists with preventing homelessness, short term rental assistance, case management for housing, employment, and other services. Please contact the CRRRC: 216-391-0264, ext. 2001.

## **THERAPEUTIC & SUPPORTED EMPLOYMENT SERVICES**

Provides realistic and productive vocational opportunities for veterans by establishing/enhancing work tolerance, work readiness traits and behaviors. The improvement of these traits/ behaviors, through real work situations, rehabilitation counseling, supported employment, supported self-employment, supported education, job retention, job accommodation, assistive technology, career development, adjustment to disability counseling and case management increases the veteran's capacity to function in a vocational environment of their choice. TSES Programs include:

- **INCENTIVE WORK THERAPY (IWT)**

Authorizes assignments to various worksites in the VA Medical Center. Clients receive remuneration for the work performed. The client's participation in the program is considered therapeutic and the client is not considered an employee of the medical center. The funds provided for the payment of veterans in the program come from the medical center budget.

- **COMPENSATED WORK THERAPY/SUPPORTED EMPLOYMENT (CWT/SE)**

Available for veterans with severe mental illness. The goal of SE is to place veterans with severe mental illness into competitive, integrated work settings as employees, rather than prevocational, sheltered or segregated workers. SE participants are provided with follow-along supports by VA staff for a time that fits the individual, rather than terminating at a set point after starting a job.

- **POLYTRAUMA VOCATIONAL COUNSELING SERVICES**

Provides specialized vocational counseling services to veterans engaged in treatment with our Level II Polytrauma Center's multidisciplinary treatment team. The majority of veteran participants in polytrauma vocational counseling services are challenged by residuals of traumatic brain injury with co-occurring disorders such as post-traumatic stress disorder.

- **SPINAL CORD INJURY VOCATIONAL COUNSELING SERVICES (SCI)**

Specialized vocational services with the goal of maximizing employment potential, and placing veterans with spinal cord injuries in competitive employment jobs consistent with the veterans' work preferences, aspirations, skills and abilities.

- **PCT (PTSD VOCATIONAL SERVICES)**

Specialized vocational counseling services for veterans engaged in treatment with our PCT (PTSD) Clinical Teams WP and Parma. The veteran participants in PTSD Vocational Services are challenged by residuals of Post-Traumatic Stress Disorder.

- **INTENSE OUTPATIENT PAIN MANAGEMENT VOCATIONAL COUNSELING**

Specialized vocational services for veterans with chronic pain challenges.

- **COMPENSATED WORK THERAPY/TRANSITIONAL WORK EXPERIENCE (CWT/TWE)**

A vocational rehabilitation program for veterans with disabilities. Veterans are assigned to a variety of work assignments at the VA medical center or transitional/community-based work sites. The goal of CWT is to provide realistic and productive vocational opportunities for veterans that lead to competitive employment.

For Compensated Work Therapy/Transitional Work and Incentive Work Therapy Programs, contact Andrea Macchiarella at 216-701-7466.

For Specialty Vocational Programs, contact Fred Pecharka 216-791-3800, ext. 5674

## **TRANSITION AND CARE MANAGEMENT PROGRAM**

TCM Care Managers and Transition Patient Advocates work together to ensure that comprehensive support is offered to service members, veterans, and their families. This case management program is available to veterans who served during Operation Enduring Freedom, Operation Iraqi Freedom, and Operation New Dawn. Please contact the TCM Program Manager, Patricia Hall at 216-791-7000 x1109 for more information.

## **VA BURIAL BENEFIT**

This program is overseen by the National Cemetery Administration, another part the Department of Veterans Affairs. Honorably discharged Veterans may, at VA expense, be interred at a National Cemetery (locally, Rittman, OH in Medina County). Veterans are also eligible for a monument (Headstone) regardless of where the Veteran is interred. It is through NCA that the Veteran can receive a Presidential Memorial Certificate signed by the President of the United States, and a burial flag. In the Website portion of this handbook is the NCA website, where all the information and forms used to request benefits, are at hand. Most Funeral Directors are also very familiar with this program, and can assist you or you can contact the Medical Center Details Office at 216-791-3800 x5355.

## **VETERANS JUSTICE OUTREACH PROGRAM (VJO)**

VJO is a VA outreach program designed in collaboration with local justice system partners to identify veterans entering the criminal justice system who are in need of treatment services rather than incarceration. Contact: Caroline Szweda, 216-791-3800, ext. 6161

## RESOURCES FOR FAMILIES AND CAREGIVERS

### VA CAREGIVER SUPPORT

- **THE PROGRAM OF COMPREHENSIVE ASSISTANCE FOR FAMILY CAREGIVERS**

Available to Family Caregivers of eligible Veterans injured in the line of duty on or after September 11, 2001. This program requires a process of application and enrollment in VA health care. Veterans may begin the application process by accessing the Caregiver Program application at [www.caregiver.va.gov](http://www.caregiver.va.gov). Caregiver Support Coordinators are available at every VA Medical Center to assist Veterans and their Caregivers with the application process. Additional application assistance can be provided at 1-877-222-VETS (8387). Some services available to approved applicants include:

- ✓ Monthly stipend
  - ✓ Travel expenses (including lodging and per diem)
  - ✓ Access to health care insurance
  - ✓ Mental health services and counseling
  - ✓ Comprehensive VA Caregiver training provided by Easter Seals
  - ✓ Respite care (30 days per year)
- For more information on Caregiver Support Services, visit [www.caregiver.va.gov](http://www.caregiver.va.gov) or call:
- |                                      |                              |
|--------------------------------------|------------------------------|
| ▪ <b>Heather Cole-Lively, LISW-S</b> | <b>Matthew Brown, LISW-S</b> |
| <b>Program Coordinator</b>           | <b>Senior Social Worker</b>  |
| <b>216-791-3800 Ext. 2145</b>        | <b>216-791-3800 Ext 2144</b> |

- **GENERAL CAREGIVER SUPPORT**

Available to caregivers of veterans or veterans who are caregivers. Each regional Caregiver Support office is available to assist in navigating the VA health care system, provide education on caregiving-related subjects, and offer emotional support. The program also offers online and in-person programs, including REACH VA: A program that provides caregivers one-on-one sessions with a trained staff member to build skills in areas such as patient behavior management, providing assistance in daily living activities, and making time for self-care.

For more information on General Caregiver Support Services, visit [www.caregiver.va.gov](http://www.caregiver.va.gov) or call:

**Robert Bayko, MSSA, LSW**  
**Caregiver Support**  
**216-791-3800 Ext. 2142**

## **COMMUNITY-BASED RESOURCES**

### **VA HOPTEL**

The VA Hoptel provides overnight lodging to independent veterans with a scheduled appointment and/or their caregivers. It is located at the Double Tree in Cleveland. Rooms are free. Veterans with scheduled appointments are given first preference. All other guests are assigned as space is available. Advanced Reservations are recommended. Please contact 216-791-3800, ext. 5700.

### **LONG TERM CARE OMBUDSMAN**

The Long-Term Care Ombudsman serves residents of nursing homes, residential and adult care facilities, and consumers of in-home services. They serve consumers in Cuyahoga, Geauga, Lake, Lorain, and Medina counties. Provides information, assists in problem solving, and advocates for quality services. For more information, please call 216-696-2719 or visit [www.ltcombudsman.org](http://www.ltcombudsman.org).

### **COUNTY VETERAN SERVICE OFFICES**

Can provide emergency financial assistance and food vouchers, as well as assistance in applying for benefits, submitting claims to the VA, filing and obtaining discharge papers (DD-214), and obtaining medals.

#### **Ohio Department of Veterans Services**

Phone: 614-644-0898

#### **Cuyahoga County**

1849 Prospect Avenue, Ground Floor  
Cleveland, Ohio 44115  
Phone: 216- 698-2600

#### **Erie County**

2900 Columbus Avenue, 2nd floor  
Sandusky, OH 44870  
Phone: 419-627-7651

#### **Gauga County**

470 Center Street, Building #8-A  
Chardon, Ohio 44024  
Phone: 440-279-1860



VA Specialized Programs and Community Resources

**Lorain County**

42495 N Ridge Rd  
Elyria, OH 44035  
Phone: 440-284-4625

**Medina County**

210 Northlands Drive  
Medina, OH 44256  
Medina: 330-722-9368

**Stark County**

110 Central Plaza South, Suite 424  
Canton, Ohio 44702  
Phone: 330-451-7457

**Summit County**

1060 East Waterloo Road  
Akron, Ohio 44306  
Phone: 330-643-2830

## **OHIO ASSOCIATION OF AREA AGENCIES ON AGING**

Ohio's Aging Network consists health care organizations that work together to maintain a high-quality system of care. Listed are the Area on Agencies throughout Ohio:

### **District 1 (Cincinnati Area)**

Council on Aging of Southwestern Ohio, Inc.  
175 Tri-County Parkway  
Cincinnati, OH 45246  
P: (513) 721-1025  
Counties: Butler, Clermont, Clinton, Hamilton and Warren

### **District 2 (Dayton Area)**

Area Agency on Aging, PSA 2  
40 W. Second St. Ste.400  
Dayton, OH 45402  
P: (937) 341-3000  
Counties: Champaign, Clark, Darke, Greene, Logan, Miami, Montgomery, Preble and Shelby

### **District 3 (Lima Area)**

Area Agency on Aging, PSA 3  
200 E. High St.  
Lima, OH 45801  
P: (419) 222-7723  
Counties: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam and Van Wert

### **District 4 (Toledo Area)**

Area Office on Aging of Northwestern Ohio, Inc.  
2155 Arlington Ave.  
Toledo, OH 43609-0624  
P: (419) 382-0624  
Counties: Defiance, Erie, Fulton, Henry, Lucas, Ottawa, Paulding, Sandusky, Williams & Wood

### **District 5 (Mansfield Area)**

Ohio District 5 Area Agency on Aging, Inc.  
2131 Park Ave. W. Ontario, OH 44906-1226  
P.O. Box 1978 (mail only)  
P: (419) 524-4144  
Counties: Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca and Wyandot

### **District 6 (Columbus Area)**

Central Ohio Area Agency on Aging  
3776 S. High St.  
Columbus, OH 43207  
P: (614) 645-7250  
Counties: Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway and Union

VA Specialized Programs and Community Resources

**District 7 (Rio Grande Area)**

Area Agency on Aging District 7, Inc.

F32-URG P.O. Box 500(mail only)

Rio Grande, OH 45674-0500

P: 740-245-5306

Counties: Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton

**District 8 (Marietta Area)**

Area Agency on Aging

1400 Pike St. Marietta, OH 45750

P: 740-374-9436

Counties: Athens, Hocking, Meigs, Monroe, Morgan, Noble, Perry and Washington

**District 9 (Cambridge Area)**

Area Agency on Aging Region 9

1730 Southgate Rd.

Cambridge, OH 43725

P: 740-439-2294

Counties: Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum and Tuscarawas

**District 10A (Cleveland Area)**

Western Reserve Area Agency on Aging

925 Euclid Ave. #600

Cleveland, OH 44115

P: 216-621-0303

Counties: Cuyahoga, Geauga, Lake, Lorain and Medina

**District 10B (Akron Area)**

Area Agency on Aging, PSA 10B

1550 Corporate Woods Pkwy. #100

Uniontown, OH 44685

P: 330-896-9172

Counties: Portage, Stark, Summit and Wayne

**District 11 (Youngstown Area)**

Area Agency on Aging

5555 Youngstown-Warren Rd. Ste. 2685

Niles, OH 44446

P 330-505-2300

Counties: Ashtabula, Columbiana, Mahoning and Trumbull

## PHONE DIRECTORY

### 24-HOUR COMMUNITY INFORMATION & REFERRAL

United Way Services (Voice and TTY).....211 or 216-436-2000

**24-HOUR SUICIDE PREVENTION HOTLINE**.....1-800-273-TALK (8255)

### AIDS/HIV/STD

HIV/STD of Ohio (9 a.m. – 5 p.m.) Mon-Fri ..... 1-800-332-2437

Centers for Disease Control, AIDS ..... 1-800-CDC-INFO (232-4636)

TTY ..... 1-888-232-6348

### ALCOHOLISM

Alcoholics Anonymous Cleveland District Office ..... 216-241-7387

### CHILD ABUSE

Ohio Department of Job and Family Services ..... 855-642-4453

### DOMESTIC VIOLENCE

Domestic Violence & Child Advocacy Center ..... 216-631-0211

24-Hour Hotline ..... 216-391-HELP (4357)

Ohio Domestic Violence Network ..... 800-934-9840

### DRUG ABUSE

Narcotics Anonymous Ohio (24-Hours) ..... 1-800-587-4232

**FAMILY HELP**

Domestic Violence & Child Advocacy Center 24-Hour..... 216-229-8800

**HEROIN**

MetroHealth Project DAWN ..... 216-778-5677

**NON-CRISIS PEER SUPPORT FOR MENTAL HEALTH**

WARMLINE (9 a.m. – 1 a.m.) ..... 440-886-5950

**LEGAL**

Ohio Legal Aid ..... 1-866-LAW-OHIO (529-6446)

**SEXUAL ASSAULT OR ABUSE**

Alliance Rape Crisis (Stark County) ..... 330-821-RAPE (7273)

ALIVE, Inc. (Jefferson County) ..... 888-611-SAFE (7233)

**Cleveland Rape Crisis Center Hotlines**

Ashtabula, Geauga, and Lake Counties ..... 216-619-6192

COMPASS (Tuscarawas, Carroll Counties) ..... 330-339-1427

Wayne, Holmes Counties..... 1-800-686-1122

Lorain County Rape Crisis ..... 1-800-888-6161

Rape Crisis Center of Medina.....1-877- 906-7273

Sexual Assault Response Network - Franklin County..... 614-267-7020

## **TRANSPORTATION**

Regional Transit Authority/Paratransit of Cleveland ..... 216-621-9500

Akron Metro ..... 330-762-0341

Medina County Public Transit ..... 330-723-9670

Lake County Public Transit ..... 440-354-6100

Stark Area Regional Transit Authority ..... 330-477-2782

## **SELF-HELP AND SUPPORT GROUPS**

Alzheimer's Association ..... 1-800-272-3900

[www.alz.org](http://www.alz.org)

Depression and Bipolar Support Alliance ..... 1-800-826-3632

[www.dbsalliance.org/](http://www.dbsalliance.org/)

Family Caregiver Alliance National Center on Caregiving ..... 1-800-445-8106

[www.caregiver.org](http://www.caregiver.org)

Lesbian and Gay Aging Issues Network (LGAIN) ..... 1-800-537-9728

National Alliance on Mental Illness (NAMI) ..... 1-800-686-2646

[www.nami.org](http://www.nami.org)

VA Specialized Programs and Community Resources

National Hospice and Palliative Care Organization ..... 1-800-658-8898

[www.caringinfo.org](http://www.caringinfo.org)

National Parkinson's Foundation ..... 1-800-473-4636

[www.parkinson.org](http://www.parkinson.org)

Recovery International ..... 1-866-221-0302

[www.recoveryinternational.org/](http://www.recoveryinternational.org/)

Schizophrenics Anonymous ..... 1-800-493-2094

**MEDICARE AND MEDICAID**

U.S. Dept. of Health and Human Services..... 1-800-633-4227

## WEBSITES

### **Blinded Veterans Association**

[www.bva.org](http://www.bva.org)

### **National Cemetery Administration**

[www.cem.va.gov](http://www.cem.va.gov)

### **Department of Defense**

[www.defense.gov](http://www.defense.gov)

### **Organ Donation Coalition**

[www.donatelifeohio.org](http://www.donatelifeohio.org)

### **Education and Training**

[www.gibill.va.gov](http://www.gibill.va.gov)

### **Federal Jobs**

[www.usajobs.gov](http://www.usajobs.gov)

### **Health Care Benefits**

[www.va.gov/healthbenefits/](http://www.va.gov/healthbenefits/)

### **Home Loan Guaranty**

[www.benefits.va.gov/homeloans](http://www.benefits.va.gov/homeloans)

### **Life Insurance**

[www.benefits.va.gov/insurance](http://www.benefits.va.gov/insurance)

### **Veterans' Service Records**

[www.archives.gov/veterans/military-service-records](http://www.archives.gov/veterans/military-service-records)

### **Returning Service Members (OEF/OIF/OND)**

[www.oefoif.va.gov](http://www.oefoif.va.gov)

### **Veterans' Employment and Training Services**

[www.dol.gov/vets](http://www.dol.gov/vets)



VA Specialized Programs and Community Resources

**The Well Spouse Foundation**

[www.wellspouse.org](http://www.wellspouse.org)

**Feds Hire Vets**

[www.fedshirevets.gov](http://www.fedshirevets.gov)

**Vocational Rehabilitation**

[www.benefits.va.gov/vocrehab](http://www.benefits.va.gov/vocrehab)

**VA Benefit Rates**

[www.benefits.va.gov/COMPENSATION/rates-index.asp](http://www.benefits.va.gov/COMPENSATION/rates-index.asp)

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